



**Suzanne Sewell
President & CEO**

**Shirley Balogh
Board Chair**

**Shirley Balogh
RESPECT Oversight Committee Chair**

**Ryland Musick
RESPECT of Florida, Executive Director**



**RESPECT Oversight Committee Meeting
May 12, 2016
10:00 am-12:00 pm**

ROC Members:

Shirley Balogh	Alliance for Independence/Chair
Jon May	Pine Castle
Rich Gilmartin	Lakeview
Tina Philips	Palm Beach Habilitation
Ivan Cosimi	SMA Behavioral
Lee Nasehi	Lighthouse Works
Karen Higgins	PARC
Stephen Bailey	CARC

Present / via:

YES / via phone
YES / via phone
YES / via phone
YES / via phone
YES / via phone
YES / via phone
YES / via phone
YES / via phone

Guests:

Carol Collins	SMA Behavioral Healthcare
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Present / via:

YES / via phone

FARF/RESPECT:

Suzanne Sewell	FARF President & CEO
Ryland Musick	RESPECT Executive Director
John McBride	Service Contracts Director
Lindsey Boyington	Commodities and Procurement Director
Lisa Felder	Programs Coordinator
Joe Pierini	CFO

Present / via:

YES / in person
YES / in person
YES / in person
YES / in person
YES / in person
YES / in person

Key Points Discussed		
No.	Topic	Highlights
I.	Call to Order	The RESPECT Oversight Committee was called to order at 10:01 am by Balogh.
II.	Roll Call	Roll call was conducted by Felder. All members of the Committee were present via phone. A quorum was announced. A guest, Carol Collins of SMA Behavioral Healthcare was also in attendance via phone.
III.	Approval of 3/23/16 Meeting Minutes	Balogh called for a motion to approve the March 23, 2016 ROC meeting minutes. Members approved an amendment to the March 23, 2016 ROC meeting minutes on agenda item number VII. CNA Fee, as follows: Amendment: "Future studies of the CNA fee will include a review of a methodology for an alternate fee structure that incentivizes new business development over a certain threshold." Philips motioned to approve the March 23, 2016 meeting minutes with the amendment and May seconded the motion. The March 23, 2016 ROC meeting minutes were approved.
IV.	Additions to the agenda	Balogh called for any additions to the agenda. No additions were requested.
V.	Old Business/Action Items	Balogh called for discussion on any old business. <ul style="list-style-type: none"> • Musick stated that Amendment #3 to the current CNA contract is awaiting a final signature of approval from DMS. Musick reminded members that Amendment #3 concerns the removal of the requirement for RESPECT to hold state-wide job fairs, the ability for RESPECT to store records electronically and technical adjustments to clarify language within the contract. • Musick also reviewed the updated version of the Employment Center Marketing Guidelines, Gilmartin commented that he feels the revisions are a vast improvement to the marketing guidelines.

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VI.	Sales Report	<p>Pierini gave a review of the RESPECT sales report with the following highlights:</p> <ul style="list-style-type: none"> • Service sales increased \$45k from quarter 1 to quarter 2. • On a year to date basis, service sales have fallen short of budget by 3.5%, but have exceeded the first six months of the prior year by 2.1%. • Commodity sales have decreased \$1 Million from quarter 1 to quarter 2. On a year to date basis, commodity sales have fallen short of budget by 6.7%, and have also fallen short 10% of prior year sales for the first six months.
VII.	Commodities Update	<p>Boyington gave the following Commodities updates:</p> <p>Requests for Assignments</p> <ul style="list-style-type: none"> • RESPECT had several new requests for commodity assignments, such as barrier gowns, traffic and roadway products, and LED lighting products. Also there has been some interest in expanding current commodity lines like the first aid kits and drug testing kits. With a more robust Procurement List RESPECT can better meet the needs and requests of our customers. <p>Target Marketing efforts</p> <ul style="list-style-type: none"> • The Commodities Team is homing in on current customers to expand sales – Currently focusing on Department of Corrections, and next focusing on Department of Health. • We are taking a more proactive approach and seeking new market segments where we currently do not have a presence or impact. Community Colleges and school boards are our first targets. • Strategies to reach new and existing customers include face to face meetings, presentations at staff meetings, trade shows, being communicative, and outreach calls. The objective is to find as many touch points with each agency as we can. We are engaged in market research and analysis to really get to know our customers and their industry issues. Our goal is to be customer-focused and understand their purchasing pain, and also identifying key

Key Points Discussed		
No.	Topic	Highlights - Continued
		<p>players – purchasing and decision making personnel.</p> <p>Program Reviews</p> <ul style="list-style-type: none"> The RESPECT Commodities team has been finishing up Commodities Program Review visits; 9 program reviews have been completed and there are 6 more centers to visit before the end of June. <p>Communication</p> <ul style="list-style-type: none"> Newsletter – We consistently get a good response from our monthly <i>RESPECTfully Yours</i> newsletter. Boyington stated that she continues to encourage centers to send newsworthy content, upcoming events, awards, employee stories, or anything RESPECT can help cross-promote. Facebook – The RESPECT Facebook page has recently been started up again. Boyington informed members that the goal of the RESPECT Facebook page is to provide another method to communicate with Employment Centers and the general public. Boyington stated she would welcome any input on what kind of content would be most helpful to centers. <p>ACTION ITEM: Balogh suggested that Employment Centers be encouraged to “Like” the RESPECT Facebook page.</p> <p>COMPLETED 5/12/16: Immediately following the ROC meeting, Boyington emailed all employment centers and requested them to “Like” the RESPECT Facebook page.</p> <ul style="list-style-type: none"> Website – We are currently working with IT to refresh the look and content of the RESPECT website to make it more appealing to customers and visitors. So far, the home page and the About Us pages have been updated.

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VIII.	Services Update	<p>McBride presented a Services update with the following highlights:</p> <p>RESPECT has many new and potential contracts that are expected to be brought on by July 1, 2016. We are in the midst of responding to requests for quotes that are typical for this time of the year. We have a significant chance to grow our contract sales this year if some of the potential new contracts come on board.</p> <p>New Contracts:</p> <ul style="list-style-type: none"> • Department of Military Affairs • Cecil Field Lawn Care • Camp Blanding Lawn Care <p>Potential New Contracts:</p> <ul style="list-style-type: none"> • FDOT Jackson County Mowing (\$31 K) • Department of Highway Safety and Motor Vehicles Janitorial- Tallahassee (\$140 K) • City of Tallahassee Utilities Janitorial • Department of Children and Families Janitorial – Tampa (\$160 K) • Department of Children and Families Janitorial – Gainesville • Department of Agriculture Air Operations Janitorial – Tallahassee • City of Lynn Haven Cemetery Lawn Care • Escambia Department of Health – Pensacola (\$ • Miami-Dade People Mover/Train Janitorial (\$1.2 M) • Broward Department of Health Janitorial – Ft. Lauderdale • Bill Baggs State Park Lawn Care – Miami • Florida Highway Patrol Janitorial - Lantana • Department of Agriculture Janitorial – Bartow • FDOT D7 Headquarters Janitorial – Tampa (January 2017) • St. Johns River Water Management District Janitorial – Palatka (August 2016) <p>Renewals of Existing Contracts:</p> <p>RESPECT expects to renew almost every contract this year. As of the day of the ROC meeting, there are a couple of smaller contracts that our performing EC would like to let go. Some renewals will be for an increased contract amount based on additional square footage or wage increases.</p>

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		<p>Examples include the Tri-Rail offices and the FDOT Manatee Operations.</p> <p>We have renewed our rest area contracts in FDOT Districts 4 and 5. These projects went out to bid and we managed to have FDOT write us into these contracts.</p> <p>Contracts that are being dropped:</p> <ul style="list-style-type: none"> • FWC Lawn Care – Titusville • FDOT SunPass Janitorial – Pompano Beach (possibly dropping)
IX.	Review Proposed Changes to RESPECT Policies and Procedures	Musick reviewed the document concerning the proposed updates to the RESPECT Policies and Procedures.
X.	RESPECT Services Contracts Incentive Program	<p>Musick reported on the document explaining the current RESPECT Services Contracts Incentive Program.</p> <p>Members suggested information on the Incentive Program be included in a RESPECT newsletter.</p>
XI.	Next Meeting Reminder	<p>Balogh reminded members of the next ROC meeting which is scheduled for:</p> <p>Thursday August 11, 2016, 10:00 am-12:00 pm at the RESPECT office in Tallahassee or by conference call. Balogh encouraged members to have their calendars available at the next meeting so that next year's meetings can be scheduled.</p> <p>Sewell indicated that efforts will be made to schedule some of next year's meetings at different locations.</p>
XII.	Adjournment	After calling for any more business and none being stated, Balogh called for a motion to adjourn the meeting. Higgins motioned and Philips seconded. The meeting was adjourned at 10:47 am.